

September 2009

WHO TO CALL ABOUT NUTRIENT MANAGEMENT

Nutrient management calls include requests for general information, referrals from other agencies, complaints regarding farm operations, potential environmental concerns and reports of farm-related spills.

The Ministry of Agriculture, Food and Rural Affairs (OMAFRA) and the Ministry of the Environment respond to these calls as outlined in this document.

General Inquiries or Nuisance Complaints

OMAFRA responds to general inquiries about nutrient management such as:

- Requests for information on the Nutrient Management Act, regulations and protocols
- Submission and approval of nutrient management strategies and plans
- Questions on nutrient management training and certification
- Best management practices.

OMAFRA also responds to nuisance complaints from normal farm practices including odours, noise, vibration, light, smoke, dust in the air, or excessive flies.

For example, a person calls the Nutrient Management Information Line to request information about submitting their nutrient management strategy. General questions are answered and if required, the caller is referred to the approvals staff for specific detailed information.

***Nutrient Management Information Line 1-866-242 4460
or Agriculture Information Contact Centre 1-877-424-1300***

TIP A list of certified consultants that can assist in preparing a nutrient management strategy or plan is available at www.omafra.gov.on.ca/english/nm/nman/consultlist.htm

General information on Ministry of Agriculture, Food and Rural Affairs programs is also available through the ministry's Agriculture Information Contact Centre at 1-877-424-1300, by email at **ag.info.omafra@ontario.ca**, through the Northern Ontario Regional Office at 1-800-461-6132 or visit the website: www.omafra.gov.on.ca/english/infores.html

Protecting our environment.



Reporting an Environmental Violation or Pollution in Your Area

The Ministry of the Environment responds to calls that report potential violations of the Nutrient Management Act, Environmental Protection Act, Ontario Water Resources Act, Safe Drinking Water Act, Environmental Assessment Act and Pesticides Act. The ministry also responds to general reports of environmental incidents or concerns.

For example, a person sees manure being spread on a snow-covered field. During regular business hours, the person calls the local Ministry of the Environment office and speaks with an Agricultural Environmental Officer who will take the complaint, determine if the activity may be an environmental violation, and respond appropriately.

There are 22 Ministry of the Environment district and area offices located throughout Ontario. Questions or reports of environmental incidents should be directed to local office during regular business hours (see the Blue Pages in your phone book, or a listing on the ministry's web site at www.ene.gov.on.ca/en/about/org/index.php#4).

After hours, call the Ministry of the Environment Pollution Hotline at 1-866-MOE-TIPS (1-866-663-8477) or the Spills Action Centre at 1-800-268-6060, or e-mail moe.tips.moe@ontario.ca.

Spills and Emergencies

Spills are defined as releases of pollutants to the natural environment from out of a container, structure or vehicle, and that are abnormal in quantity or quality in light of all the circumstances of the discharge.

If you cause a spill or had control of material that spilled, first stop the spill if it is safe to do so, and then report the spill to the Ministry of the Environment **Spills Action Centre** and the local municipality. This is required by law under the Environmental Protection Act. A person with a public authority must also by law report the spill to the Spills Action Centre unless that person has reasonable grounds to believe it was reported to the ministry by another person.

The Spills Action Centre receives and records province-wide reports of spills and coordinates a response through the district or area office. The vast majority of these reports are provided by the party who had the spill while small percentages are provided by the general public.

Spills Action Centre (SAC) 1-800-268-6060

The Local Advisory Committee or related Commodity Group representative may also be involved to assist in response to a call.

General information on Ministry of the Environment programs is also available through the ministry's Public Information Centre at 1-800-565-4923 or within the Toronto calling area at 416-325-4000 or visit the website: www.ene.gov.on.ca/en/index.php